

Title:

Training, Development, and Education

Revision:

A

Revision Date:

12/07/2007

Process Description/Objective:

This process describes training and education which WSTF provides to internal and external customers. The development of the training and/or educational material is also covered in this process. The exact nature of the training and/or development is agreed upon during the customer agreement review.

Process Steward(s):

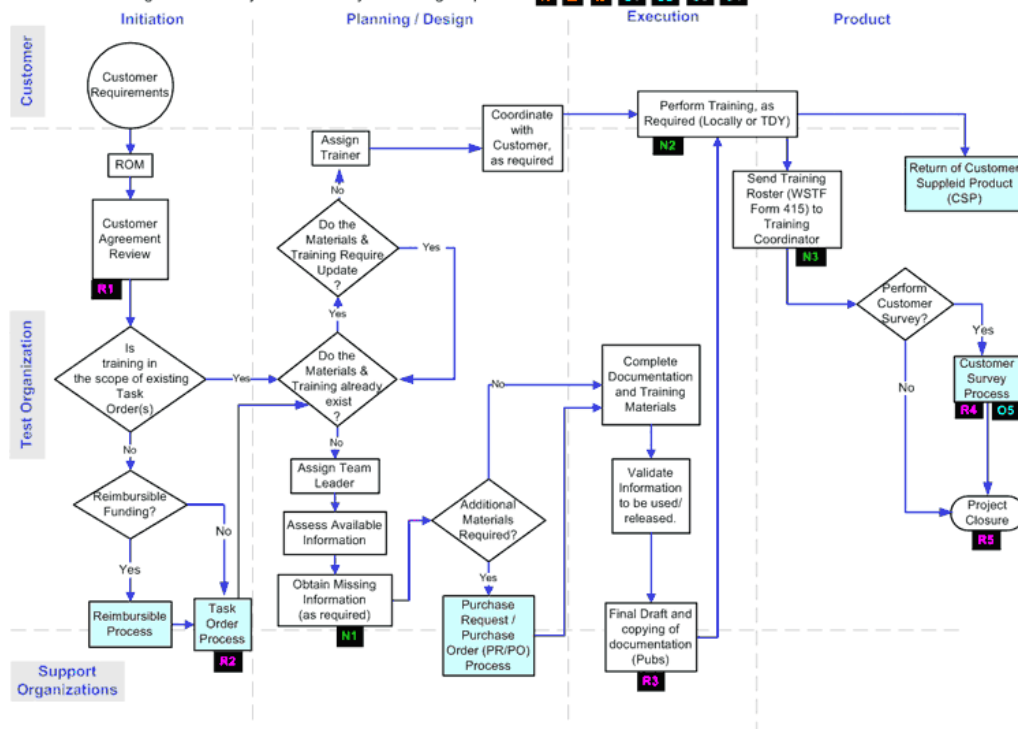
- Harold D Beeson
 - Mark R Leifeste
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Interfacing Processes

- Customer Surveys
 - Return Customer Supplied Product
 - Purchase Request-Purchase Order
 - Reimbursable
 - Task and Delivery Order
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Input Requirements:**Output Requirements:**

Note: The following measures may be taken at any time during the process: **H1 H2 R O1 O2 O3 O4**



NOTES

Note 1

Travel may be required. If so, the Purchase Request/Purchase Order (PR/PO) Process will be invoked.

Note 2

Travel may be required. If so, the Purchase Request/Purchase Order (PR/PO) Process will be invoked.

Note 3

Training Roster (WSTF Form 415) is sent to the Training Coordinator for WSTF training database entry or approval.

Training POCs and instructors can enter their own rosters, but they still have to be sent to the Training Coordinator for approval. If the Training Coordinator enters the roster, then the Training Database Administrator will approve it. The roster will not post to the Training Database until it has been approved.

RECORDS

Record 1

Customer Agreement Review

Record 2

Task Order

Record 3

Training, Development, and/or Education Documentation

Record 4

S&MA Customer Survey Files

Record 5

Project File (for Type 1 Projects Only)

IN PROCESS METRICS

In Process Metric 1

Number of Active Projects

In Process Metric 2

Cost Performance Index (CPI)

In Process Metric 3

Schedule Performance Index (SPI)

OUTPUT METRICS

OutPut Metric 1

Number of Completed Projects Meeting Objectives

OutPut Metric 2

Evaluation Feedback (Number of + and - Ratings)

OutPut Metric 3

Standard Deviation of CPIs for Completed Projects

OutPut Metric 4

Evaluation Feedback (Percentage of Projects Meeting Milestones, Deliverables, and Cost)

MSM DOCUMENTS

Project Management (WSP-09-0014)

REFERENCES